Better
TECHNOLOGY
for

Better
GOVERNMENT

2002-03 Information Technology Annual Report

"We are positioning ourselves well for economic growth and prosperity by putting in place the infrastructure necessary to initiate and sustain that growth."
Gov. John Hoeven

The 2002-03 Annual Report Better Technology for Better Government was produced by the North Dakota Information Technology Department (ITD), Rob Gall editor. It is a response to requirements outlined in Section 8 Chapter 54-59 of the North Dakota Century Code. The report provides an update on the IT oversight process and major IT investments.

Section I is an executive summary, which describes and quantifies benefits the state is realizing from investments in information technology.

Section II is a status report on the costs and benefits of large projects, including a summary of each project completed during the last fiscal year and a summary of other small agency IT projects completed in the same period.

Section III provides an overview of ITD's performance, including rate comparisons and an update on ITD's performance measures.

Section IV is a look ahead and provides an overview of ongoing IT initiatives including major enterprise-wide projects.

TABLE OF CONTENTS:
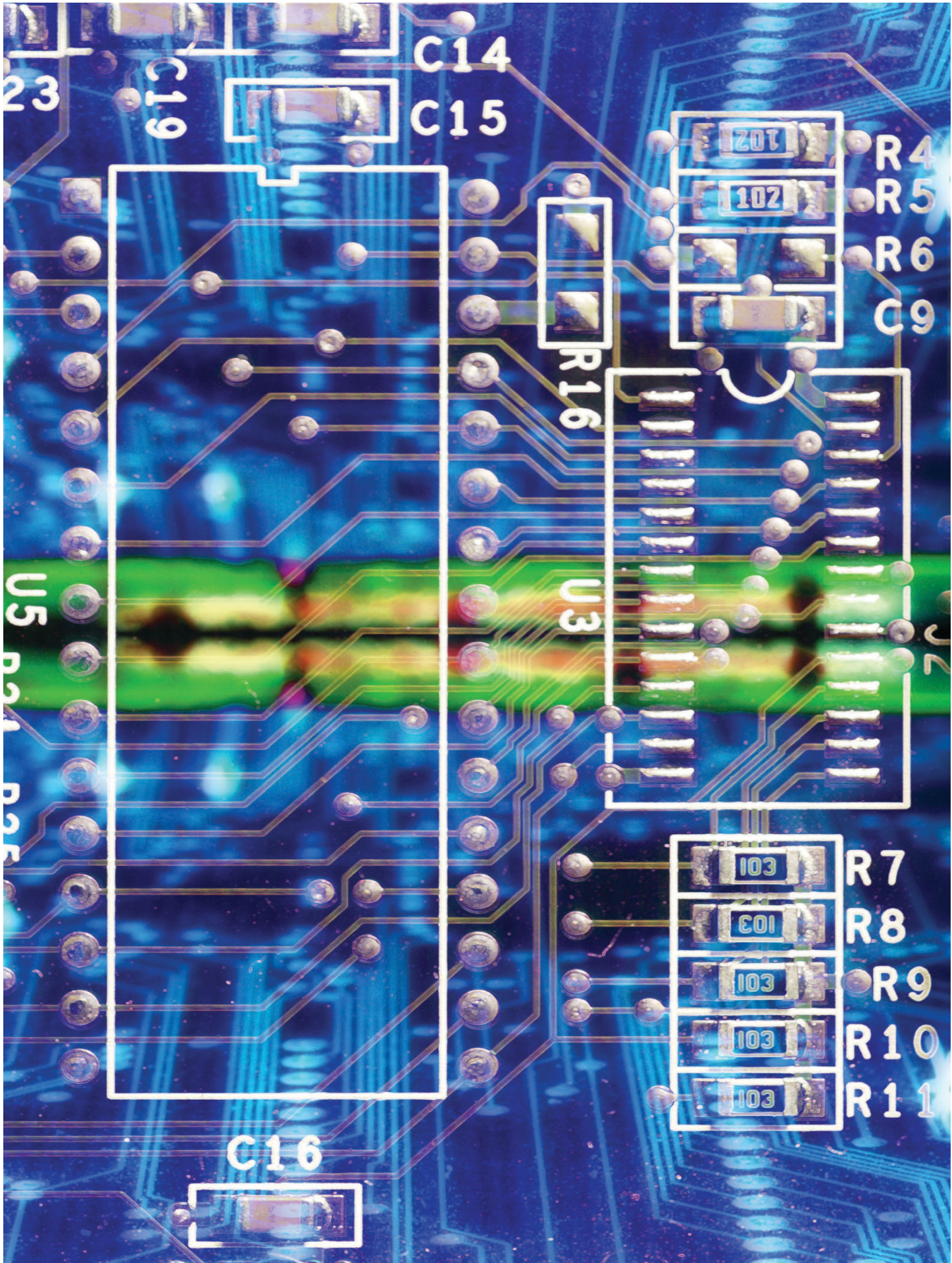
Better Technology for Better Government

Fiscal year 2002-03 was another important year in North Dakota's efforts to maximize the benefits of information technology. The citizens of this state have embraced technology faster than most of the nation. Large majorities of North Dakotans are technically savvy and eager to connect with the world. Consider that:

- A survey by the Social Science Research Institute last year showed that 68 percent of North Dakota households have a computer, compared with 57 percent nationally.
- 60 percent of North Dakota households - 70 percent of all individuals -- have Internet access, compared with 51 percent nationally.
- North Dakota has the highest number of farmers connected to the Internet.
- And nearly the same number of rural residents as city-dwellers in North Dakota have Internet access.

North Dakotans live in a geographically large state and have been quick to realize and take advantage of the benefits of information technology. In turn, we in state government are doing our best to offer citizens the full range of e-government services they value and expect.

The 2002-03 Annual Report on Information Technology provides a valuable analysis of the IT investments made this year. It outlines the cost and benefits of priority

These investments are helping to improve public safety, enhance enforcement of laws and make government more efficient, accessible and easier to use for citizens everywhere, any time, day or night.

projects and highlights significant future projects as well.

The report is divided into four main sections. The executive summary provides a broad overview of the key points of the document. Section II reports on the specific IT projects completed this year. Section III focuses on the performance of the Information Technology Department, and includes rate comparisons with other states and a description of the agency's performance measures.

North Dakotans live in a geographically large state and have been quick to realize and take advantage of the benefits of information technology.

And Section IV provides an update on large ongoing active projects.

How much are we spending on IT?
For the 2001-03 biennium budget, Governor Hoeven's executive budget request earmarked $215 million for IT spending, which amounted to 4.6 percent of the state's overall budget. Of this, 1.4 percent was allocated to agencies for spending on ITD services.

For fiscal year 2002-03, actual agency spending on information technology services from ITD amounted to $32.2 million. This figure includes dollars spent on telephone, network, mainframe, and software development analysis and programming. (See charts on page 6). In addition, for the biennium 2001-03 the state spent $16.6 million on shared statewide initiatives including the Criminal Justice Information Sharing project, a statewide Geographic Information System repository, Electronic Document Management System infrastructure, ConnectND, STAGEnet, EduTech, and the ND Educational Technology Council.

IT Planning and Large Project Oversight
For the 2003-05 biennium, 77 agency technology plans were submitted, reviewed and approved by ITD. The planning process follows a two-year cycle. Agencies will update their plans again in the spring of 2004 in conjunction with the budget process. ITD will use the agency plans to produce a new statewide IT plan prior to the 2005 legislative session.

The past fiscal year state agencies completed 10 large IT projects, 18 e-government initiatives and numerous equipment upgrades and other small projects. Nine of the 10 large projects were completed on or under

budget, resulting in a total savings of $962,232.

This annual report provides a summary of all the 10 large projects completed as well as a brief overview of many of the most significant smaller agency IT projects. These investments are helping to improve public safety, enhance enforcement of laws and make government more efficient, accessible and easier to use for citizens everywhere, any time, day or night.

ITD Performance and Rates
ITD has worked aggressively to develop and implement a comprehensive system of performance measures. The agency has 17 performance measures that provide short term and long-term direction for employees. These measure are tied to four business drivers that provide the foundation for the agency's strategic business plan.

Last year, ITD met or exceeded targets on 11 of its 17 performance measures. A complete list of these measures, targets and ITD's performance on each one is included on pages 21-23.

In April of every even numbered year, ITD establishes budget rates for the upcoming biennium. These rates generally do not increase during the two-year period because agencies do not have the ability to request additional funds. However, if the cost for providing a service decreases, ITD will reduce the rate. In the last five years rates for most ITD services have gone down, with the exception

of those rates based primarily on staff hours such as software analysis and programming. See graph on page six.

ITD provides 72 unique services and each service has its own rate. The agency monitors what other entities are charging for similar services in an effort to maintain quality services at a fair price. Page 24 -25 provides detailed multi-state rate comparisons for 16 ITD services, which account for

93 percent of ITD's revenue.

Enterprise Initiatives Having Dramatic Results
One of the most important benefits of the IT planning and reporting processes implemented by the Legislature is the collaboration it fuels between state agencies. This collaboration has been a major factor in the successful pursuit of major enterprise-wide initiatives such as STAGEnet, ConnectND, the Criminal Justice Information Sharing project and the central GIS repository. These projects allow North Dakota to maximize the benefits of information technology to dramatically change the way government can serve citizens.

At the same time, North Dakota has been exceedingly careful not to get caught in the trap of upgrading IT just for the sake of upgrading alone. Improving the IT planning process, tying IT investments to specific business goals, and using IT to increase efficiencies between agencies are ongoing objectives. Part

> **We aren't pursuing IT initiatives lightly. Rather, North Dakota is implementing projects that will make government more efficient and effective -- projects that can eliminate some of our state's biggest disadvantages and help meet the unique needs of North Dakota citizens no matter where they live.**

State IT Spending by Service*
Fiscal Year 2003
Total Billing: $32,216,471

- Other 7% — $2,376,384
- Direct Bill Back 16% — $5,225,292
- Telephone 11% — $3,693,925
- Network 16% — $5,116,337
- Mainframe 23% — $7,503,717
- Software Development 27% — $8,300,814

State IT Spending by Department*
Fiscal Year 2003
Total Billing: $32,216,471

- ITD 5.3% — $1,706,802
- Tax Dept. 3.3% — $1,058,445
- All Others 22.4% — $7,212,235
- NDUS 6.6% — $1,359,247
- Job Services 6.6% — $1,573,187
- BND 6.6% — $2,132,839
- OMB 3.7% — $1,189,579
- DOT 9.2% — $2,966,794
- Sec. of State 2% — $646,420
- Human Services 38.4% — $12,370,919

This breakdown is currently only available for IT services provided by ITD.
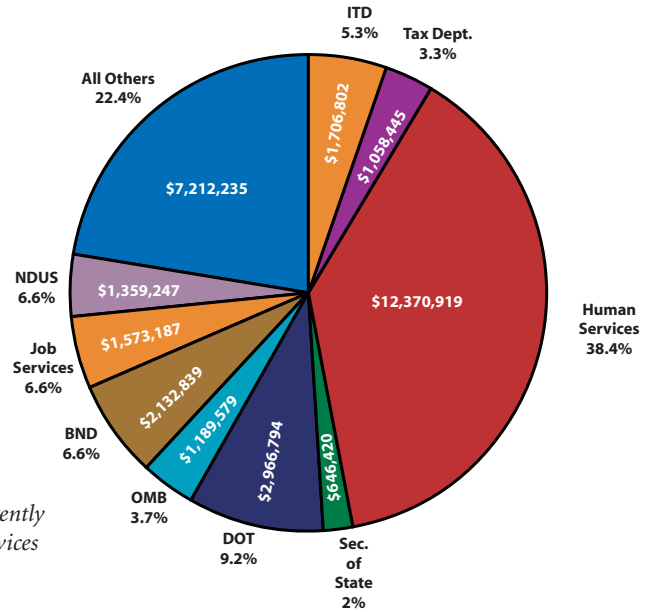
of this effort is the state's enterprise architecture initiative, which brings together agency IT representatives from across state government to develop a common set of IT standards and policies that improve the functionality of IT between agencies.

The state is also making good progress on the functional

consolidation initiative launched by the Legislature. This effort in conjunction with the consultant study on the structure of IT services will provide greater efficiencies.

The ultimate goal of these projects is to maximize the cost-benefit ratio of North Dakota's information technology investments. We aren't

pursuing IT projects lightly. Rather, the state is supporting its business initiatives by implementing projects that will make government more efficient and effective -- projects that can eliminate some of our state's biggest disadvantages and help meet the unique needs of North Dakota citizens no matter where they live.

North Dakota Governor

Chief Information Officer

2002-03 Yields Significant IT Investments

The past fiscal year state agencies completed 10 large IT projects, 18 e-government initiatives and numerous equipment upgrades and other projects to update and improve services within state agencies. Nine of the 10 large projects were completed on or under budget, resulting in a total savings of $962,232.

The state's IT investments are as diverse as the services state agencies provide. Many of them help improve the enforcement of laws, rules and regulations. Others, such as the Highway Patrol's Mobile Data and the Criminal Justice Information Sharing project, enhance public safety. And the goal of many agency IT projects is to make their services more accessible and easier to use for citizens everywhere, any time, day or night.

Unemployment Insurance Centralized Telephone Claims Center

Job Service North Dakota

The Unemployment Insurance Claims Center project provides a central location for processing unemployment insurance claims via telephone.

A primary goal of the project was to improve customer service. Customers now call a single number to file an unemployment insurance claim and don't have to drive to a Job Service office. Ten to 15 percent of claimants now file for unemployment insurance without any interaction with Job Service staff. Response time is also faster. North Dakota claimants wait an average of 48 seconds compared to an average 6 minutes 29 seconds among other states with claims

centers. Federal Timeliness standards are being met and exceeded where in the past North Dakota struggled to meet these standards. Customers are receiving decisions and payments on their claims faster than in the past.

Additional benefits include saving money and saving staff time. The system has saved data entry time, mailing costs, and handling time. And, while the Claims Center isn't targeted toward increasing the number of customers served, Job Service handled an increase in claims this last year without additional staffing.

Completed: September 2002
Budgeted: $1,729,255
Actual Phase I Project Cost: $1,100,234

Statewide IT Oversight

The Legislature has instituted an IT oversight process that involves two primary elements: Agency IT plans and Large Project oversight. These tools identify new projects and provide a vision for the future. However, a majority of the information covers the activities and costs of keeping the state's technology systems running. Based on budget requests the 2001-2003 biennium, 97 percent of all the state's technology spending covers maintenance of existing systems, 3 percent is for strategic initiatives.

Agency IT Plans

All state agencies participate in a comprehensive IT planning process designed to communicate state agency technology requirements to legislators, ITD, OMB budget analysts, and agency managers. For the 2003-05 biennium, 77 technology plans were submitted, reviewed and approved. The planning process follows a two-year cycle and involves five key steps.

1. Project Organization: The agency creates a planning team and assigns a project manager who establishes a schedule for completing the plan. The final version is to be submitted by July 15 of every even numbered year.

2. Assessment: The planning team reviews the agency's business objectives and the existing IT plan considering things such as the agency's business objectives, how technology can advance their mission, budget issues and state standards for compliance.

3. Defining the vision: The planning team uses the assessment to develop a vision for the future, identifies goals and strategies for the agency's IT investments, and prioritizes initiatives.

4. Creating a plan to achieve the vision: Planners identify the top priority projects, estimate the cost of completing them, and create implementation plans that include timeframes.

5. Execution and follow-up. The agency establishes a process for reviewing progress and obtaining funding. They assign responsibility for implementing and updating the plan.

Large Project Oversight

All IT projects that involve $250,000 in one biennium or $500,000 over the life of the project are considered large projects, and must complete five main monitoring tools:

1.   **Business Case** outlining the reasons for performing a project including a cost/benefit analysis.

2.   **Project Plan** identifying the project's scope, schedule, and other items critical to successfully managing the project.

3.   **Quarterly Status Reports** providing an update on any changes in the project, a current schedule, a comparison of budgeted vs. actual dollars spent, and a list of accomplishments or outstanding issues.

4.   **Summary Status Reports** consolidating all the quarterly status reports into one report.

5.   **Post Project Reviews** identifying lessons learned and assessing whether benefits in the business case are being met.

NDWorks
Job Service North Dakota

NDWorks is an integrated and widely available system of employment and training designed to help find people jobs and effectively implement the federal Workforce Investment Act of 1998.

NDWorks provides job seekers and employers self-service access to a comprehensive on-line job databank. Previously, the only self-service function available on jobsnd.com was the ability to view job orders. This function was receiving 15,000 hits per day. The new functionality of NDWorks on-line services receives more than 200,000 hits per day. Some of these hits can be attributed to Job Service employees, but much of the increase is from citizens and employers performing self-service functions.

## The new functionality of NDWorks on-line services receives more than 200,000 hits per day.

The project allows Job Service staff to spend less time on people who can help themselves and more time with individuals who need intensive and core services. It meets the federal reporting requirements of Wagner Peyser and the Workforce Investment Act. NDWorks also provides a technology foundation for future growth and a user-friendly Windows-based interface.

Completed: February 2003
Budgeted: $4,052,065
Actual: $4,033,514
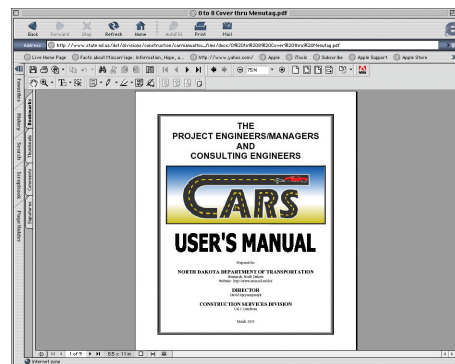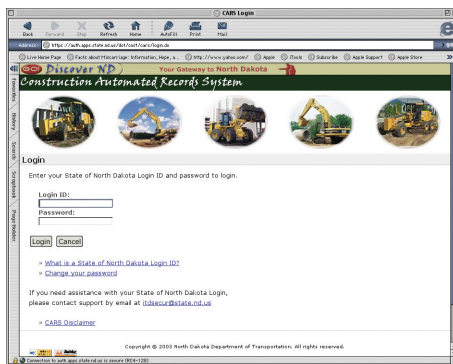
Construction Automated Record System (CARS)
Department of Transportation

The Construction Automated Record System (CARS) was originally a DOS based system developed in 1985 that provides status information and generates payment information on highway construction projects. The old system required an enormous amount of redundant data entry, used outdated technology and was difficult to maintain. The applications were written with obsolete database technology, running in a DOS environment that was slow and cumbersome for users. The applications had a number of limitations that reduced the productivity of the divisions, districts and consultants.

The new CARS system went live on the Department of Transportation website in March. All highway project bids in the '03 construction season used the new CARS system. DOT will issue a survey at the conclusion of the 2003 construction season asking for feedback on the new system and ideas for enhancements such as supporting the use of pocket PC's in the field and providing on-line status of contractor project payments.

Completed: March 2003
Budgeted: $662,653
Actual: $650,148

Geographic Information System Repository
Information Technology Department

Geographic location is a key feature of approximately 80 percent of all government data. Collecting and maintaining this information is a vital and costly function of government. That's why completion of a statewide hub or depository for GIS data was a major accomplishment of the 2002-03 year.

The North Dakota GIS data hub provides a common database of GIS data available to government agencies and the public. The Hub averages more than 30 concurrent connections to the database at any given time during the day. Additionally, the Hub Explorer, which is a browser-based tool that allows someone to view, query, print, etc., averages more than 1,500 hits per month. This does not include the number of visits to the GIS web site, which averages 1,500-2,000 per day. The Hub will continue to advance in terms of new data, new users, and new uses. It provides a valuable foundation to build tools for government agencies and the public.

The project was completed $50,000 under budget for a total cost of $599,000. It is estimated to save the state more than $845,000 per biennium by improving the distribution of data and reducing the costs for administration, maintenance, equipment and training by all agencies that previously maintained GIS data separately. The GIS hub also makes valuable GIS data more accessible to people in and outside of government and improves the quality of this data. North Dakota has received the "Special Achievements in GIS 2002" award from ESRI Inc., a leading vendor of Geographic Information Systems (GIS). North Dakota was one of 150 chosen from 100,000 ESRI software sites.

Completed: June 2003
Budgeted: $650,000
Actual: $599,383
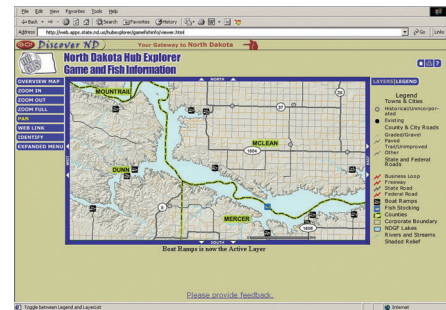
GPS Tower Upgrade
Department of Transportation

In order to effectively implement North Dakota's GIS project, the state needed a Nationwide Differential Global Positioning System (NDGPS) station. This project converted a decommissioned Air Force Ground Wave Emergency Network site in Medora to an NDGPS station. This technology will provide differential corrections and post processing capabilities for GPS that will increase digital accuracy and support a variety of GPS applications.

Completed: August 2002
Budgeted: $420,000
Actual: $420,000

E-Business Project
Bank of North Dakota

This multi-phase project began in 2000 and is expected to be complete in February 2004. The current phase is focused on replacing the outdated Student Loan North Dakota (SLND) loan guarantor capabilities with the Priority Guaranty System (PGS). To date, four phases of the project are finished. Key accomplishments include development of the mystudentloanonline.com website; secure access to student loan account information for borrowers, financial aid offices, lenders and customer service reps; an electronic post office to transmit applications and guarantees between parties; e-signatures; online cancellation and revision requests for schools; and an instant guarantee or blanket guarantee process for lenders.

Phases 1-4 Completed: June 2003
Budgeted: $7,489,224
Actual: $7,877,870

Mobile Data Terminal
Highway Patrol

Phase II of the Mobile Data project expands by 20 units the number of patrol units with Mobile Data for a total of 95 units. Two-thirds of the Highway Patrol's force now uses the mobile data system. The project has increased road patrol and significantly decreased office hours logged by officers. A recent cost-benefit analysis of the project shows that each officer re-allocates 62 minutes of office time to patrol time per day with the mobile data system. The Highway Patrol has eliminated one temporary data entry position. Several local law enforcement agencies consisting of more than 400 users are also using the system.

Phase II required purchasing and installing mobile data stations at 5 additional tower sites. These tower upgrades cost $151,000 compared to the budgeted $260,000.

Additionally, a 300-foot tower in West Fargo was replaced with a 400 foot tower, improving the coverage area and eliminating the need for a tower in Finley. A housing development was recently constructed near the Finley tower, so for safety reasons DOT removed the tower and built a new one at an alternate location.

Completed: June 2003
MDT Budget/Actual: $220,000/$220,000
State Radio Tower Budget/Actual: $260,892/$151,676
DOT Tower Budget/Actual: $260,000/$256,417

On-Line Access to Child Nutrition Programs
Department of Public Instruction

This project creates a comprehensive, web-enabled system that provides information to local school districts and other DPI users for the following federal programs: National School Lunch Program, School Breakfast Program, Special Milk Program, Child and Adult Care Food Program, Summer Food Service Program, and Food Distribution Programs. The project is funded entirely by USDA funds. The e-government systems will be accessible 24/7 from any Internet connection. The system will support online-applications and claims, site-based reporting and improved customer service. The project was developed in two phases. Phase two was completed in September 2002, marking the end of the project.

Completed: September 2002
Phase Two Budget: $275,000
Phase Two Actual: $275,000

Fully Automated Child Support Enforcement System (FACSES)
Department of Human Services

The Fully Automated Child Support Enforcement System (FACSES) is the result of a federal mandate requiring all states to have a computerized system for establishing, enforcing, monitoring and reporting child support enforcement activities internally and in cooperation with other states and foreign countries.

The project began in 2001 and was completed June 2003.

With FACSES, total child support collections continue to increase. Collections topped $87 million in 2002, a $3 million increase over the preceding year. Currently, about 140,000 parents and children are involved with North Dakota's Child Support Enforcement program, both in and out of state. The system is performing well:

• North Dakota collects $4.71 for every $1 it spends on collections, compared to a national average of $4.13.
• North Dakota's child support program was ranked 4th in the nation overall in 2002.
• Paternities have been established for 91.3 percent of the children born out of wedlock.

Benefits of the system include:
• 24-hour online access to payment information.
• Improved consistency with all involved in child support services using the same system.
• Automatic monitoring and reminders of time frames and deadlines.
• Electronic access to required forms and documents.
• Reduction in staffing.

Completed: June 2003
Budgeted: $1,400,000
Actual: $1,099,122

Electronic Document Management System
Department of Transportation

DOT completed phase 1 of an electronic document management system that will allow files to be electronically stored, indexed and retrieved. The first phase involved Drivers License, Motor Vehicle, and Motor Carrier divisions and ended up $226,507 under budget. These savings were attributed to lower hardware costs, less staff time, and use of internal staff rather than outsourcing for all back file scanning. Phase 2 is underway and will focus on DOT engineering divisions.

Phase 1 Completed: June 2003
Budgeted: $659,765
Actual: $433,258

Small agency IT projects have big impact on customer service, efficiency

While large IT projects consume significant time and resources every year, agencies also complete numerous smaller projects that have a major impact on the function, accessibility and efficiency of government services. The following summaries provide information about many of the most important small agency IT projects completed this year.

Unemployment Insurance Upgrade
Job Service North Dakota

JSND operates its Unemployment Insurance System on a proprietary Unisys model that is no longer being supported after 2003. The agency successfully migrated to Unisys's newest architecture without any interruption to its customers. The project ended on schedule and within budget. The project better positions JSND for a future replacement of the total Unemployment Insurance system with a more open infrastructure.

STAGEnet Support
EduTech

North Dakota's EduTech offers anti-virus software, support and definitions at no cost to schools to ensure STAGEnet is a stable and reliable network. More than 25,000 school computers are protected under this program. The statewide purchase provides a 60 percent savings off the regular educational discount, resulting in an estimated cost of $185,000 per biennium to provide this service. Since this program's implementation there have been no major virus outbreaks on the K-12 network.

STAGEnet
Information Technology Department

North Dakota was recently awarded the 2002 Award of Excellence from Polycom®, Inc. in recognition of its State Technology Access for Government & Education (STAGEnet) network. Polycom®, Inc. is a worldwide leader in the convergence of interactive voice, video and data communications. North Dakota STAGEnet is a video network that provides high-speed, broadband connections to 192 North Dakota communities and 202 schools for a total of 456 sites. STAGEnet provides video connections to 140 classrooms, with an additional 80 classrooms projected by July 2003.

Automated Case Management System
Labor Department

To improve customer service, the Labor Department recently completed implementation of an automated case management system. The new system cost $26,500 and has achieved its goals of improving customer service, reducing paperwork and reducing the amount of customer and internal staff time required to process labor related complaints.

Enhanced Online Services
*Public Employees
Retirement System*

The state's Public Employees Retirement System (PERS) initiated several technology related projects to improve customer service. In addition to an electronic document management project outlined on page 19, PERS improved online services by providing members and employers information access at their convenience, 24 hours a day, 7 days a week.

Weathermation System
Aeronautics Commission

The Aeronautics Commission's Weathermation system provides pilots with real-time weather, flight planning and filing, airport, and safety information at eight commercial North Dakota airports. The system helps provide a safer flying environment and saved an estimated 85,000 minutes for pilots using the system throughout the state.

Filing Registration System
Securities Department

The Securities Department upgraded its filings registration system to a windows-based system that improves functionality, reduces maintenance costs, and improves customer service.

WEB Development
Department of Transportation

DOT significantly expanded its web site and created links to many other sites that the agency had developed for use on large highway construction projects such as Fargo I-29, Four Bears Bridge and Memorial Bridge. DOT also built an Intranet for internal communication.

E-Government Services Growing Annually

State agencies added 18 new e-government applications this year in an effort to better serve North Dakota customers. This brings the total number of on-line applications to 51. The new applications added this year include:

Campaign Finance: Campaign finance reports made available to the public via the web in real time.

Election Management System: Public may view statewide results, legislative district results, judicial district results, county results, precinct results by county, precinct results by legislative district, or precinct results by judicial district.

Lottery Application System: Online submittal of hunting applications for species that require a lottery selection such as turkey, swan, antelope, bighorn sheep, deer, elk and moose. Payments accepted by credit card.

Drivers License Information: Provides law enforcement with information on revoked, suspended and cancelled drivers licenses.

Driver License Photo Search: Provides law enforcement with the ability to search drivers license photos.

Construction Automation Records System: Tracks progress and makes payments on road construction projects.

Child Support case information: Online access for custodial and non-custodial parents, including payment history.

Child Support: Employers provide child support payroll deduction information along with electronic funds transfer(s) for each pay period.

Single Plan of Care: Care plans for children receiving services from multiple state, local and private agencies.

GIS Hub database and Explorer website: Site containing spatial data from multiple state agencies.

Automated listserv subscription utility: Currently used by ITD, Tax Dept, DOT and Game & Fish.

North Dakota Public Employees Retirement: Encrypted file transfer of employer information and viewing/printing copies of current annual statements.

Purchasing of Online Motor Carrier Permits

Online Listing of Traffic Citations: Highway Patrol and District Courts have the ability to view and print issued citations.

LAWS: Bill tracking system used by legislators during session.

HOMENet: Home Grants Management System for the Division of Community Services.

State of North Dakota Login ID: Single sign-on for all applications.

**Broadcast system:** Unplanned downtime notifications from ITD.

ConnectND
Emergency Services Improvements
Office of Management and Budget

The Office of Management and Budget implemented 31 unique technology-related projects to improve customer service and operational efficiency. The state's prominent project, ConnectND, experienced early success as OMB piloted the payroll, human resource, financial, and procurement modules. The department reduced its technology costs by consolidating all OMB servers into ITD's centralized server domain. State emergency services upgraded the 911 telephone dispatch systems, piloted a 911-location system, and implemented the State Amber Alert Plan.
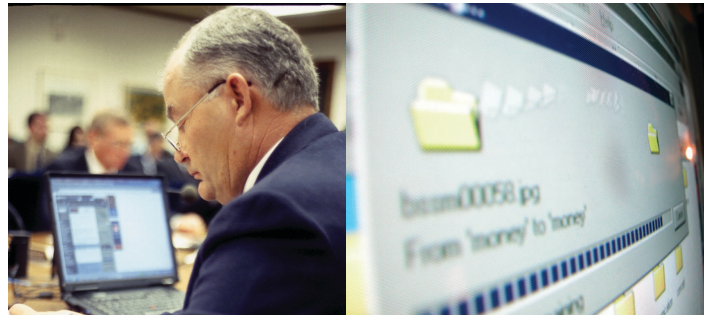
LAWS Conversion
Legislative Council

Legislative Council converted its LAWS system from outdated and unsupported software to a web-enabled front end that is easier to use.

Powerschool
Information Technology Department

Bismarck parents with kids in middle school or high school can track their child's academic progress and attendance records online thanks to PowerSchool, a new program implemented in Bismarck Schools and hosted by ITD. The PowerSchool student information system was piloted first in Bismarck and has now expanded to over 36 public schools statewide.

On-Line Distance Learning Programs
Health Department

The Health Department's Division of Education Technology maximized the availability of new technology to significantly improve distance learning and information collaboration throughout the state. For seven years, the division has produced and distributed distance learning via videotape. The department now offers programs to learners anytime, anywhere through personal computers and streaming video. Learners viewing live presentations can communicate with presenters by using telephone or email.
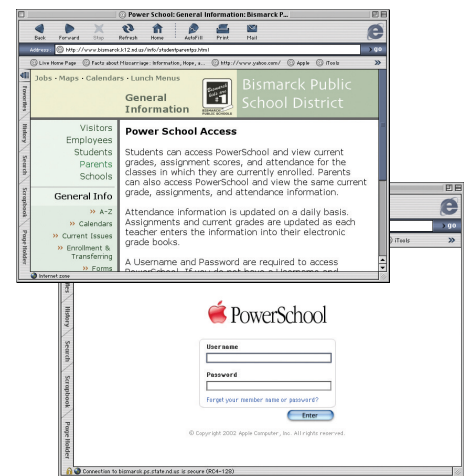
Rewriting In-house Licensing System
Game and Fish

Game and Fish overhauled its in-house licensing system, combining it with its web and phone license sales to create one unified system. The new system improves the agency's ability to perform field checks of licenses and to monitor the sales of restricted or high demand licenses. The agency eventually plans to eliminate paper licenses. The new system reduces duplication and saves staff time, improves the number of purchase points for restricted licenses and will ultimately make licenses available 24/7 online or via telephone.

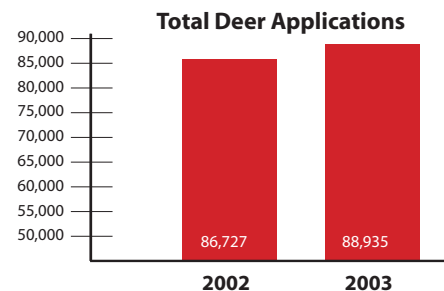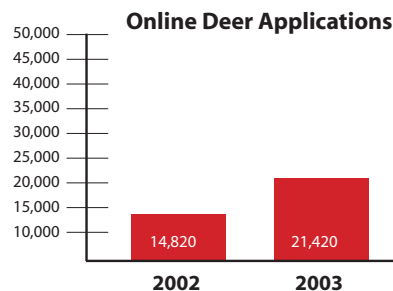## Expanded Unified Court Information System
Judicial Branch

The Judicial Branch expanded its Unified Court Information System (UCIS) to all 53 counties, which now provides a single statewide case management system for district courts. The system makes data more broadly available, and is extremely valuable in providing judges with appropriate information on which to base decisions.

Roadway Weather Information System
Department of Transportation

DOT expanded the Roadway Weather Information System for a total of 17 sites. This system provides up-to-date weather information on highways throughout the state. It includes features such as a device embedded in the roadway, called hockey pucks, that detects when the road surface is getting wet and icing. DOT added an automatic de-icing at the Buxton Bridge. The hockey puck reads that the deck is starting to ice up and then a device on the bridge deck sprays a de-icing material on the deck, which prevents DOT from sending out sanding trucks.

Online Services
Game and Fish

North Dakota Game & Fish continues to expand on the success of its online services. In addition to providing vast amounts of information on its website, the department provides online licensing to its hunting, fishing, and waterfowl customers. The convenience and 24/7 availability of licensing has more and more customers using the service each year. The online services also improve internal efficiency by eliminating data entry, reducing licensing turnaround times, and improving the accuracy of information. Game and Fish is providing these new services to a rapidly increasing number of customers without adding staff. For example, 10 years ago the department had 10,000 waterfowl customers. Today, that number has grown to 30,000. Game and Fish also uses the state's centralized GIS hub for habitat, lake, and contour mapping, and also ties GIS to wildlife population surveys. GIS is quickly becoming part of everyday operations in the department.

Online Deer Applications

	2002	2003
	14,820	21,420

Total Deer Applications

	2002	2003
	86,727	88,935

Expanded Web Services
Secretary of State

The Secretary of State's office expanded a number of web-based services this year. The live business records search was improved, and now averages 47,000 web hits per month. It allows people to conduct a live search of business entities registered with the Secretary of State in order to obtain information such as entity type, incorporation date, whether the entity is active or inactive, trade names, etc. Previously, the office received numerous calls each day requesting this information.

The live business records search was improved, and now averages 47,000 web hits per month.

Information on the website matches, to the minute, the status of a business record as it exists in the Secretary of State's database.

New, pre-printed annual report forms allow business customers to access their annual reports from the web, pre-printed with the correct agency data, and ready for the customer to complete, print, sign and return.

The Central Indexing Division enhanced its web-based services by providing subscription fee direct access filing. This application allows financial, banking, lending, and agricultural customers and institutions to electronically file UCC related information with the Secretary of State's office that is maintained in the Central Indexing System, a centralized system that is also accessible by all counties.

DSL Connections in State Parks
Parks and Recreation

The Parks and Recreation department upgraded its connectivity to STAGEnet by replacing dial-up connections with DSL connections for employees in the state parks. The upgrade improves efficiency by reducing desk time for park managers and improves customer service to campers by providing more information.

Statewide Anti-Virus Protection
Information Technology Department

The state's anti-virus gateway inspects all email coming into the state network. On average, approximately 10,000 to 13,000 viruses are detected, stopped, and deleted monthly as they attempt to

On average, approximately 10,000 to 13,000 viruses are detected, stopped, and deleted monthly as they attempt to infiltrate the state's network.

infiltrate the state's network. Last month a spam protection program was implemented that filters and blocks approximately 30,000 spam email messages daily. As a result of the state's aggressive anti-virus program, damage to state computers during the flurry of worldwide computer viruses this summer was minimal. Virus protection efforts are another way for ITD to maintain high system availability.

Statewide EDMS Projects

Ten agencies throughout the state took advantage of the state's new EDMS capabilities and completed document imaging FileNET projects this year. Approximately 14 agencies have future projects slated. A major project at DOT qualifies as a large project and is summarized in the completed large project section.

Connect ND Repository

This system provides for secure storage of documents generated during the implementation of the PeopleSoft application. The FileNET application is accessed by staff in Bismarck as well as remotely by individuals working from university campuses. The benefits include using FileNET to manage versioning, limit the duplicate files required in a traditional directory structure and to provide a centralized, secure repository accessible to internal and external members of the project team.

Department of Commerce

The agency uses the system to maintain grant files. Key benefits include rapid, secure access to current and historical documentation as well as the elimination of microfilming. Future plans call for expansion into other areas of the department.

Job Service

The system provides imaging and workflow for Unemployment Insurance activities. Key benefits include improved access to information, automated filing of system generated documents, automated processing of documents using workflow, and a significant reduction in filing activity and space.

Department of Human Services

Child Support: This system is designed to automate the capture and storage of Child Support remittals by using previous transactions to validate and capture remittal information automatically. The benefits include reducing manual processing and data entry and improving access to remittal information. Future plans include moving case files to FileNET and enabling remote access by regional office staff and clerks of court.

Research and Statistics: This system captures data from surveys and forms to a database for analysis. The key benefit is a significant reduction in data entry and analysis time.

Data Entry: This system automates the entry of HCFA, UB92, and dental claim forms. Key benefits include reduction in processing time, improved data quality, and improved access to forms via desktop rather than microfiche. Future enhancements include creating templates for additional forms.

Human Resources: Future plans are to provide a means for maintaining human resource documentation in FileNET.

Insurance Department

The agency plans to use the system to improve filing efficiency and access to information. A pilot project will concentrate on reports filed by insurance companies with the agency. Current paper files are maintained in the basement of the Capitol building. Benefits include greatly improved access to information, reduction in filing space, and improved efficiency in responding to requests for information.

Public Employees Retirement System

The agency utilized the state's Electronic Document Management Infrastructure (EDMS) to phase out the microfilming of member records. The project has reduced staff time and record storage costs. Future plans include expanding the system to include flexible benefit transmittals, automated storage of system-generated documents, and more secure employee ID numbers.

Game and Fish Department

Game and Fish uses the system to capture turkey hunting license applications and surveys. Future work will include the expansion of survey processing.

Information Technology Department

In the future, ITD plans to use FileNET as a repository for system documentation as well as for storage and maintenance of human resource documentation.

Secretary of State

The Central Indexing Division successfully imaged and stored nearly 80,000 UCC-related documents representing 175,000 images into the ITD's Electronic Data Management System. The agency then disposed of the paper filings, creating additional and much needed workspace within the office. Imaging of the UCC related filings will allow the agency to eventually attach them to the existing Central Indexing System, housed on the mainframe, and display the documents more easily and seamlessly to staff and county recorders, and eventually to the web.

Statewide EDMS Projects

In addition to the completed projects, the following agencies have expressed interest in using or expanding EDMS technologies:

- Attorney General
- Tax Commissioner
- Department of Corrections and Rehabilitation
- Department of Health
- Banking and Financial Institutions
- Council of the Arts
- Electrical Board
- Highway Patrol
- Office of Management and Budget
- Office of Administrative Hearings
- Parks and Recreation
- Department of Public Instruction
- Retirement and Investment Office
- Historical Society

K-12 Virtual Learning
North Dakota Educational Technology Council

The ND Education Technology Council (ETC) completed a number of projects to enhance the virtual learning opportunities in North Dakota K-12 schools. The council awarded grants to 78 school districts that implemented new video classrooms for sharing high school courses with other schools, approved over 180 school district technology plans for e-rate compliance, and worked cooperatively with ND DPI on awarding 21 additional video grants to schools. ETC also led a state E-Rate team that completed an application for $2.4 million to pay for K-12 network and Internet costs, appointed and led a K-12 Data Collection Committee that developed a report on school data collection issues for the Interim Education Committee, and developed a K-12 Virtual Learning Clearinghouse for use by schools wishing to list or find K-12 distance education offerings in the state.

ITD Performance Measures

ITD Executive Management Team: L-R: Curt Wolfe, Nancy Walz, Mike Ressler, Vern Welder, Dan Sipes, Jerry Fossum, Dean Glatt, Ardy Pfaff.

ITD has worked aggressively to develop and implement a comprehensive system of performance measures. The agency has 17 performance measures that provide short term and long-term direction for employees. These measure are tied to four business drivers that provide the foundation for the agency's strategic business plan.

The four business drivers are:

Provide Value to Customers
Statewide Direction and Leadership
Customer Relationships and Satisfaction
Learning and Growth

Last year, ITD met or exceeded targets on 11 of its 17 performance measures.

Information Technology Department Performance Measures
June 30, 2003

	Measurement	Baseline (Previous Years)	Current (June 2003)	Target
1	Percentage of strategic initiatives completed successfully. (110 out of 169)	2000 – 35% 2001 – 50%	8/31/02 65%	75%
2	Percentage of system availability. (Based on S/390, AS/400 and network uptime)	2001 - 98.82% 2002 - 98.89%	98.97%	98.90%
3	Percentage of ITD projects completed on schedule, within scope and budget.	76% on time 83% on budget (2,503 Projects)	86% on time 89% on budget (2,396 Projects)	81% on time 87% on budget

	Measurement	Baseline (Previous Years)	Current (June 2003)	Target
4	Number of coordinated statewide initiatives.	2001 – 6 2002 – 8	8	* Monitor
5	ITD's compliance with ND Century Code.	100%	100%	100%
6	IT spending as a percent of overall state budget.	4.64%	3.61%	* Monitor
7	Percent of large IT projects completed successfully.	100%	100%	100%
8	Number of web-enabled applications available to citizens.	2001 – 19 2002 – 33	51	* Increase
9	Percent of reported problems resolved within Support Center (unassigned).	2001 - 72% 2002 - 66%	65.5%	75%
10	Percent of reported & assigned problems responded to within one hour.	2001 - 74% 2002 - 87%	92.7%	90%
11	Median time working hours required to resolve reported & assigned problems.	2001 - 2.53 hrs 2002 - 1.98 hrs	1.93 hrs	2.25 hrs
12	Percent of statewide IT budgets directed to ITD.	99-01 – 25% 01-03 – 31%	37%	* Monitor

	Measurement	Baseline (Previous Years)		Current (June 2003)	Target
13	Customer satisfaction indexes (annual survey)	Percent Satisfied		Percent Satisfied	Percent Satisfied
		2001	2002		
	Value	90%	85.3%	86.1%	92%
	Timeliness	96.3%	94.9%	90.2%	97%
	Quality	96.5%	94.6%	94.2%	97%
	Knowledge	97.6%	95.9%	96.1%	98%
	Professionalism & Courtesy	100%	98.6%	96.9%	100%

	Measurement	Baseline (Previous Years)	Current (June 2003)	Target
14	Voluntary employee turnover rate.	2001 – 4.0% 2002 – 2.4%	1.9%	Remain below industry avg of 4% to 6%

	Measurement	Baseline (Previous Years)	Current (June 2003)	Target
15	Average training hours and dollars spent per employee. Based on 208 FTE's.	$2,700 / fte	$3,100 / fte	$2,500 / fte

	Measurement	Baseline (Previous Years)	Current (June 2003)	Target
16	Employee satisfaction index. (scale of 0-3)	2001 - 1.985 2002 - 1.976	1.983	2.0

	Measurement	Baseline (Previous Years)	Current (June 2003)	Target
17	Percentage of service level objectives met.	N/A	N/A	100%

ITD Rate Comparison

In April of every even numbered year, ITD establishes budget rates for the upcoming biennium. These rates generally do not increase during the two-year period because agencies do not have the ability to request additional funds. However, if the cost for providing a service decreases, ITD will reduce the rate.

For example, ITD rates for mainframe services such as CICS CPU and Batch CPU have dropped from 1.03 to .69 in the last five years. Telephone fees have gone down from $25.70/phone/month to $21/phone/month. Rates for services based primarily on staff hours such as programming have increased from $47.20/hour to $52/hour in the last five years.

ITD provides 72 unique services and each service has an individual rate. The agency monitors what other entities are charging for similar services in an effort to maintain quality services at a fair price.

Software Development

Rate is based per hour.

	ITD	South Dakota	Montana	PTI	Maximus	Capstone	Inet	K-2	Route 94
Systems Analysis	56.25	48.00	*Local Providers*	86.25	125 - 275	100 - 140	60 - 100	60.00	60 - 85
Programming	52.00	*	*	*	*	*	*	*	*

* ITD is the only provider offering Programming services at a rate separate from Analysis.

Telephone Fees

	ITD	South Dakota	Montana	Qwest	Polar	SRT	Consolidated
Telephone Line	21.00	11.00*	20.00	40.34*	27.28*	28.88*	34.63*
Speaker	2.00	*Actual*	1.00				
Display	1.00	*Actual*	7.00				
Voice Mail (Unlimited)	3.00	6.00					
Voice Mail (3 min. limit)			5.00				
Voice Mail (6 min. limit)			8.00				
Voice Mail (8 min. limit)			10.00				

*Customer buys their own telephone.

Rates as of July 2003

Central Computer CPU

Rate is based per second.

	ITD	South Dakota	Montana
Batch CPU	0.69	0.16	1.24
CICS CPU	0.69	0.16	0.25
ADABAS CPU	0.74	0.16	0.88
TSO CPU	0.69	0.16	1.52

SD operates an IBM 9672 Model RC4 mainframe - 34% the speed
MT operates an IBM zSeries 800 2066-002 mainframe - 90% the speed
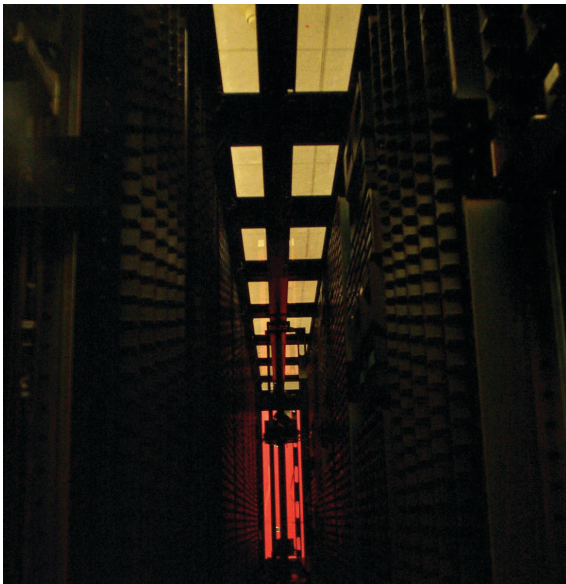
Network Fees

	ITD	South Dakota	Montana
Device Fee	29.00	70.00	72.60
DSL Service	Actual (40-120)	125.00	250.00
ATM T-1	840.00	495.00	650.00
Access Fee		20.00	

Long Distance

Rate is based per minute.

	ITD	South Dakota	Montana
In-State	0.06	0.08	0.105
Out-of-State	0.06	0.09	0.105
800 Service	0.10	0.14	0.10

A Look to the Future

North Dakota continues to be a leader in pursuing and completing major statewide IT initiatives. These initiatives are bringing together government at all levels and forging stronger working relationships between government agencies that address similar problems and have common goals. These projects are often big and complicated, sometimes overwhelming, as well as costly and time consuming. But, as STAGEnet is proving, the end results justify the effort and investment.

This final section provides a status report on the most significant enterprise-wide initiatives. A table also summarizes the current status of all active large projects.

Criminal Justice Information Sharing

Last year's annual report reported on the successful completion of an implementation plan and framework for the Criminal Justice Information Sharing project. The goal of the CJIS Project is to improve public safety by providing effective and efficient justice policies, processes, and information systems required to capture and share complete, accurate, and timely information across the many organizations involved in criminal justice.

Since last year, the CJIS program applied for and has been awarded more than $800,000 in grants. A central state incident-based reporting repository is in the implementation phase, replacing the current outdated system. This will provide a more accurate means to collect criminal statistical information for both the State of North Dakota and the FBI.

A security assessment is also underway to document current requirements of criminal justice entities and to design security systems and policies for the Criminal Justice Information Sharing System. Thirdly, a vendor evaluation is currently taking place for a statewide Law Enforcement Records Management System. This will provide a means to manage, search, and share records information among law enforcement agencies.

Finally, a foundation was developed this year for building a CJIS hub prototype. This is the heart of CJIS and will define the engine that will allow disparate information to be shared between criminal justice agencies. The deployment of a data hub will not only facilitate the searching of criminal information, but will also serve as a clearing house of criminal justice data.

STAGEnet

Since STAGEnet went live last year, the project has 519 endpoints and new applications. Today, thanks to STAGEnet, North Dakota has what is called a "virtual school system," offering dozens of courses online. Every course needed to complete four years of high school and receive a diploma is available online anywhere in North Dakota. In addition to our own students, students in 49 other states and 38 foreign countries have participated in the "virtual school system" program.

Now 90 percent of North Dakotans have access to high-speed telecommunications networks. An Education Week 2002 survey placed North Dakota first in the percentage of teachers using the Internet at 87 percent.

North Dakota also ranked first among schools with Internet access from one or more classrooms, at 97 percent. With STAGEnet, we laid down a backbone, an infrastructure, to connect North Dakota to the world -- and the world to North Dakota.

ConnectND

Working with Maximus and PeopleSoft, North Dakota is integrating 58 government agencies and 11 colleges and universities into a single, seamless, financial, human-resource management, and student administration system.

The new system will have a number of specific benefits for the State of North Dakota:

• Provide the tools to further develop e-government services for citizens.

• Streamline financial business processes for both government agencies and the campuses.

• Improve decision-making, because the state's agencies and universities can share information.

• Improve productivity and lower operating costs through more automated and efficient processes.

• Improve internal and external security.

• Improve service to North Dakota students, citizens, and businesses with real-time information -- a single source of financial data and integrated processes.

> **"With ConnectND, we are implementing a highly integrated, shared statewide information system that supports the needs, goals and aspirations of government, the higher education community, ND students, citizens, and businesses."**
> *Gov. John Hoeven*

Health Insurance Portability and Accountability Act
Department of Human Services

The federal Health Insurance Portability and Accountability Act (HIPAA) required a major change in the way health information is transmitted, secured and kept private. With the completion of this major project, the Department of Human Services will be able to send and accept standard health care transactions in the same format as the rest of the nation. The goal is to improve efficiency in health care delivery by standardizing electronic data interchange.

The agency can ensure the confidentiality of protected health information for all clients and is securing health data by setting and enforcing security standards. The project should reduce the handling and processing time of healthcare transactions, improve the overall quality of health data, decrease administrative costs, and improve consumer confidence in the privacy and security of confidential health information.
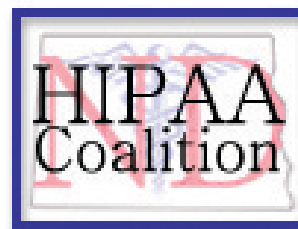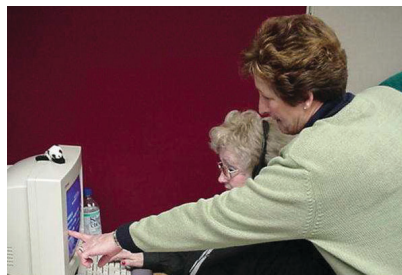
Enterprise Architecture

The state's Enterprise Architecture initiative is another effort to streamline IT spending by creating common strategic IT policies and standards throughout state government. The project began in the 2001-02 fiscal year. This year, a set of 40 future state technology directives were approved. These definitions will guide the development of new technology standards with the overall goal of improving information sharing and leveraging economies of scale in IT investments.

Functional Consolidation

The 2003 Legislature directed ITD and OMB to spearhead an effort to consolidate core IT services within ITD such as e-mail administration, file and print server administration, database administration, storage, and application server and hosting services. HB1505 also included the potential transfer of 24 positions from agencies to ITD.

OMB and ITD have initiated a project to address how the consolidation will occur, and to insure that any consolidation will create efficiencies, cost savings, and improved quality of service before it is implemented.

ITD worked with each affected agency to draft recommendations for consolidating IT services. Final recommendations were developed by a steering committee with representatives from multiple agencies. The governor approved the consolidation plan in August. ITD is now working with each agency to implement it.

Continuum of Government
Risk Management, Emergency Management

The Continuum of Government initiative is a result of the governor's directive to develop business continuity plans to maintain the availability of critical government services during disasters and other crisis's.

Risk Management and Emergency Management are leading the effort. Key accomplishments to date include establishing an executive committee comprised of the governor's chief of staff, the adjutant general, director of emergency management, the chief information officer and the director of risk management.

This group works with a broader steering committee that includes representatives from OMB, Workers Compensation, the Attorney General, National Guard, University System, Highway Patrol, DOT, Health Department, Water Commission, DHS, State Radio and the Bank of North Dakota.

Risk Management purchased a comprehensive software program to provide the foundation for this project. The Living Disaster Recovery Planning System produced by Strohl Systems is a relational database that is interactive, easily maintainable, comprehensive, secure and accessible

under all circumstances. The system will be customized to fit North Dakota's needs.

The initial scope of the project, expected to be complete in June 2004, is continuity of operations for most critical government services. The implementation model will then be coordinated with local and tribal governments and private sector entities that operate critical infrastructure.

Appendixes

INFORMATION TECHNOLOGY DEPARTMENT
COMBINED STATEMENT OF NET ASSETS
JUNE 30, 2003 and 2002

ASSETS	2003	2002
CASH DEPOSITS AT THE BANK OF ND	2,284,631.20	2,127,934.13
INTERGOVERNMENTAL RECEIVABLES	42,945.12	37,253.29
ACCOUNTS RECEIVABLE	120,097.24	16,677.16
DUE FROM OTHER FUNDS	2,857,211.83	2,669,862.53
PREPAID EXPENSES	0.00	305,775.10
CAPITAL ASSETS (NET OF DEPRECIATION)	2,966,150.20	3,959,500.90
TOTAL ASSETS	8,271,035.59	9,117,003.11

LIABILITIES	2003	2002
ACCRUED PAYROLL	985,336.82	942,485.38
ACCOUNTS PAYABLE	144,134.00	308,480.80
DUE TO OTHER FUNDS	5,750.65	6,621.69
NOTES PAYABLE	7,850.99	356,503.48
COMPENSATED ABSENCES PAYABLE	989,030.69	911,824.34
TOTAL LIABILITIES	2,132,103.15	2,525,915.69

NET ASSETS	2003	2002
INVESTED IN CAPITAL ASSETS, NET OF RELATED DEBT	2,958,299.21	3,921,513.48
UNRESTRICTED	3,180,633.23	2,669,573.94
TOTAL NET ASSETS	6,138,932.44	6,591,087.42
TOTAL LIABILITIES AND NET ASSETS	8,271,035.59	9,117,003.11

INFORMATION TECHNOLOGY DEPARTMENT
COMBINED STATEMENTS OF REVENUES, EXPENSES, AND CHANGES IN FUND NET ASSETS
FOR THE YEARS ENDED JUNE 30, 2003 and 2002

|	2003	2002
OPERATING REVENUE:		
CHARGES FOR SERVICES	30,954,409.95	32,332,744.72
OPERATING EXPENSES:		
SALARIES & BENEFITS	11,642,248.58	10,831,934.15
COMPENSATED ABSENCES	77,206.35	65,067.72
OPERATING	16,576,535.57	16,879,582.37
EXPENSED EQUIPMENT	438,109.17	923,777.20
AMORTIZATION	305,775.10	305,775.10
DEPRECIATION	2,351,337.57	2,582,501.33
TOTAL OPERATING EXPENSES	31,391,212.34	31,588,637.87
OPERATING INCOME (LOSS)	(436,802.39)	744,106.85
NONOPERATING REVENUES (EXPENSES):		
GAIN (LOSS) ON DISPOSAL OF EQUIPMENT	(4,606.64)	956.86
INTEREST EXPENSE	(10,745.95)	(44,364.26)
TOTAL NONOPERATING REVENUES (EXPENSES)	(15,352.59)	(43,407.40)
INCOME (LOSS) BEFORE CONTRIBUTIONS AND TRANSFERS	(452,154.98)	700,699.45
TRANSFERS IN	0.00	450,275.00
CHANGE IN NET ASSETS	(452,154.98)	1,150,974.45
TOTAL NET ASSETS - JULY 1, 2002	6,591,087.42	5,440,112.97
TOTAL NET ASSETS - JULY 1, 2003	$6,138,932.44	$6,591,087.42

Financing Agreements: ITD did not enter into any financing agreements for the year ended June 30, 2003.

Project / Agency	Project Description	Project Duration	Project Budget
SLND E-commerce Bank of North Dakota	This multi-phase project replaces the SLND lender and guarantor systems providing a signif cant decrease in processing costs, substantial increases in customer service and eff ciencies in loan processing. Phase 4 is the project's active phase and will be completed in five parts. This effort is the replacement of student loan software, moving processing from the 390 mainframe to the AS400.	08/02 - 02/04	$2,626,070
LERMS. Law Enforcement Records Management System Criminal Justice Information Sharing (CJIS)	This project will provide a statewide law enforcement records management system (LERMS) that equips local law enforcement with full uniform crime reporting and incident based reporting capability, as well as functionality to manage cases and investigations. This system will also provide an automated user friendly process for incident reporting to the state incident based reporting repository	05/03 - 10/05	$303,000
Criminal Justice Information Sharing Hub CJIS	This project develops and deploys the CJIS data hub. The hub will serve as the center of the "hub-and-spoke" architecture, containing the attributes deemed necessary to perform searches, and associate data attributes to their events. The deployment of a data hub will facilitate the searching of criminal information and serve as a clearing house of criminal justice data. As the hub grows over time with the addition of new entities and services, participating systems can pull data from the hub (or other participating systems) to enhance the data in their applications.	05/03 - 05/04	$313,000
CVISN (Commercial Vehicle Information Systems and Networks) Department of Transportation	This project helps to expedite freight movement and concentrate enforcement activities on problematic carriers by providing more current and consistent information about carriers between jurisdictions. The CVISN project focuses its scope on three 3 distinct program areas; Safety, Credentialing, and Roadside Enforcement. This is a joint DOT and Highway Patrol project that has a 50-percent Federal match.	07/01 - 01/04	$326,000
Student Data Warehouse (TetraData) Department of Public Instruction	This system provides a framework for educational policy and implementation issues, consistent data necessary to make informed decisions, and the ability to record decisions and monitor conditions. The data warehousing functionality will provide the ability for longitudinal analysis, dis-aggregation, tracking of cohorts and data mining. To service the data analysis needs of the North Dakota small districts, DPI has requested that the Small District Warehouse be built using available data, where possible, from the state level collections.	11/02 - 06/04	$915,000
HAN Intranet Connectivity to Public Health Department of Health	This project establishes connectivity to StageNet for 29 public health units to provide for secure communications capabilities for the Health Alert Network (Han) as mandated by CDC. This connectivity will be obtained by the installation of ATM T1 lines.	03/01/03 – 03/01/04	$919,496

Project / Agency	Project Description	Project Duration	Project Budget
HAN Communications Package Department of Health	This project purchases and installs the communications package for the Health Alert Network to provide rapid secure communication with first responder agencies and other health of cials. This system must provide for the broadcast through redundant systems of warning alerts, advisory, update notif cations as well as message confirmation reporting and GIS capabilities	03/01/03 – 09/30/03	$250,000
ND Disease Surveillance System (NDDSS) Department of Health	This system develops a North Dakota public health surveillance environment which will provide the Department of Health with an improved means of reporting disease information. This system must conform to National Electronic Disease Surveillance System (NDDSS) specifications designed by the Center for Disease Control. The NDDSS will greatly enhance the reporting of communicable disease information between all levels of government – local, state, and federal. The current process of communicating this information can take weeks.	05/01 - 06/05	$2,400,000
HIPAA Department of Human Services	The Health Insurance Portability and Accountability Act (HIPAA) requires health plans and any health care provider using electronic transactions to comply with various standards or face penalties. Compliance is required if a state does not want to jeopardize federal Medicaid funding.	07/01 - 10/03	$8,055,347
Public Safety Answering Point System Information Technology Department	This project replaces the existing 911 answering system, updates the mapping system, and positions State Radio to have incorporated radio and telephone control from one workstation. The project is driven by FCC requirements to comply with phase I and phase II requirements for wireless 911 call location of which our current system is incapable of providing.	03/1/03 - 08/18/03	$400,000
Work System Information Technology Department	This project enhances the usability of ITD's software development work request system and includes front-end user to coordinator functionality. The resulting product will serve as a "one-stop" center for ITD customers to request any ITD service. This system will also provide enhanced project management functionality for ITD and its customers. A portion of the project is being funded through partnerships with other agencies.	04/1/03 - 03/1/04	$406,000
Claims Center Job Service of North Dakota	Because costs were contained in phase 1 of the Claims Center project, the ability to complete two additional items have been added to the Claims Center project. This second phase will implement imaging and workf ow systems to complement the use of imaging technology.	09/02 - 01/04	$628,921
ODIN Library System Software Migration North Dakota University System	This project selects and implements a new library management software to provide operational support for library staff and public access to library materials. This project provides for the continuation of library services for more than 50 libraries in the state.	02/02 to 08/04	$1,492,400
ConnectND (ERP) Office of Management & Budge	The state has invested in PeopleSoft's HRMS, Financials, and Student Administration solutions to replace their legacy systems. The state and University System are participating jointly in this project. The implementation work is to be executed over approximately 30 calendar months beginning April of 2002 and completed in the third quarter of 2004. The four component implementation plan includes a two campus pilot project, state agency pilot project, complete deployment for all decentralized functions for all 11 campuses, and a complete deployment of decentralized functions for state agencies.	04/02 to 10/04	$31,000,000
Living Disaster Recovery Planning System (LDRPS) Office of Management & Budge	This project supports the National Strategy for Homeland Security and responds to Governor Hoeven's directive for all state entities to develop business continuity plans. This project includes the purchase, conf guration, installation, and training for a shareable business continuity software application that generates disaster recovery plans for the agencies of the state.	02/03 - 07/04	$650,000
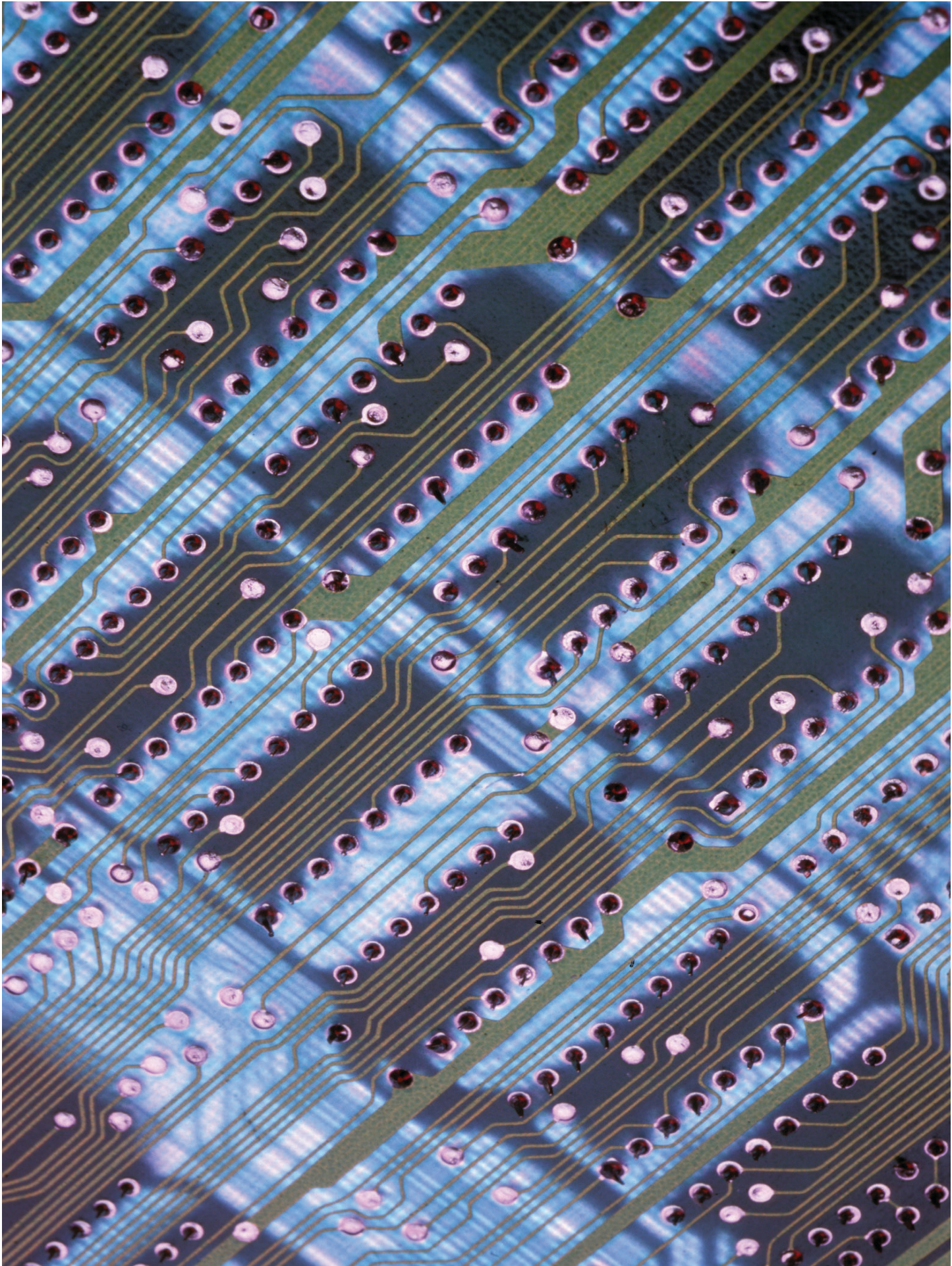
Web Sites and Additional Information

The main North Dakota portal:

www.discovernd.com

Information Technology Department (ITD):

www.discovernd.com/itd

North Dakota current statewide technology related initiatives:

www.state.nd.us/itd/

Information Technology Large Project Oversight:

www.state.nd.us/itd/planning/lar-pro-rep.html

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